

ANSWERS TO QUESTIONS: TENDER CO/2025-01: “Procurement of an Information and Communications Technology (ICT) service for the Executive Secretariat of the International Olive Council.”

Question:

In document << 2. PLIEGO DE CONDICIONES TECNICAS _ CONTRATO MANTENIMIENTO IT_master_ENG>>, item 4.5 Procurement and Management of Cloud Service Subscriptions for the IOC. The contractor shall act as a distributor and manager of cloud service subscriptions for the IOC ES, provided the IOC ES requests it and the main provider allows it for its products. The IOC ES currently has the following annual subscriptions, whose renewal will be handled by the contractor in each successive period once the contract is signed:

- XOLIDO Sign Corporate
- LEGISWAY
- HETZNER
- DEEPL
- BREVO
- FORTIGATE FORTINET (Firewall)
- BITDEFENDER-GRAVITYZONE (Antivirus)

We understand that the successful bidder will have to assume the cost of the 4-year subscriptions, is this correct? If so, we would need to know the number of licenses and details of each of the subscriptions.

Answer:

Indeed, the successful bidder will have to assume the cost of the subscriptions requested through the corresponding order form (Bono de Pedido).

A detailed table with the current subscriptions is attached:

Servicio	Licencias	Periodo	Próxima renovación
XOLIDO Sign Corporate	XOLIDOSIGN CORPORATE bajo dominio cliente: (incl) Módulo de REGISTRO ELECTRONICO (incl) Módulo de PERSONALIZACION (incl) Cuentas de trabajo: 40	anual	mar-2026

	(incl) Operaciones de firma electrónica o digital: 22.000 (incl) Operaciones de Notificación: 12.000 (incl) Espacio de almacenamiento: 60 GB (incl) Espacio para recuperación ante desastres: 60 GB (incl) API para integración con aplicaciones de terceros: Sí (incl) Soporte técnico incluido: 100 h		
LEGISWAY	3 editores 30 visores	anual	oct-2025
HETZNER	SX134 dedicated server 2 Locations: Germany and Finland	mensual	abr-2025
DEEPL	2 Ultimate 10 Advanced	anual	enero-2026
BREVO	Plan starter 1 usuario 40.000 emails/mes sin logo de BREVO 500 notificaciones push/mes	anual	jun-2025
FORTIGATE- FORTINET	2 licencias FortiGate-60E	anual	mar-2026 jun-2025
BITDEFENDER- GRAVITYZONE	50 licencias Advanced Business Security	anual	abr-2025

Question:

Could you please provide us with the serial numbers of the subscriptions in question, for quoting the Fortinet part they ask us for the serial numbers in question and we imagine that in some other case they will also ask us for that too

Response:

Not all cloud service subscriptions have serial numbers. We recommend visiting the website of these providers to understand how each one prices their products.

In the case of Fortigate we can share with you the “Part number” of the licenses:
FC-10-0060E-950-02-12 FortiGate-60E FGT60ETK18099PD3
FC-10-0060E-950-02-12 FortiGate-60E FGT60ETK19099P13

Question:

We need additional clarification for one of the products, Hetzner:

HETZNER SX134 dedicated server
2 Locations: Germany and Finland monthly Apr-2025

From the web <https://www.hetzner.com/dedicated-rootserver/> we did not find the indicated: SX134 dedicated server, neither in the location Germany nor in Finland. But we have located these other 2 but with different references (SX135 and SX295), could it be one of these?

Answer:

SX134 is currently the product we have contracted for, although in their product list they now offer the SX135 which looks like an improvement on the SX134. We understand that automatic renewals are done on the originally contracted product.

	SX124	SX125
CPU	16 Threads	24 Threads
RAM	128 GB	128 GB
NVMe SSD	2 x 1TB	2 x 2TB
HDD	10 x 16 TB	8 x 22 TB

Question:

Regarding item 4.2 Network and Security Administration, we raise two questions/clarifications:

- Proactive protection against cyber threats through security monitoring, intrusion detection, and incident response. We understand that you are referring to the MDR service, is that correct?
- Regular security audits to identify and mitigate infrastructure vulnerabilities, could you please detail what it consists of and the periodicity?

Answer:

- Regarding proactive protection, what we are requesting is a service that is in line with the size of our organization, at least an EDR.
- Regarding security audits, what we are requesting is that the successful bidder should perform internal audits, with the frequency that the successful bidder deems appropriate, to ensure that the security protections applied are working properly and to detect new vulnerabilities that need to be addressed.